

Home Health Technical Advisory Committee Meeting November 18, 2014

Department for Medicaid Services staff present:

Ellenore Callan, RN, NCI- Division of Community Alternatives
Erin Varble- Division of Community Alternatives
Gregg Stratton*- Division of Community Alternatives
David McAnally- Division of Program Quality and Outcomes

Technical Advisory Committee members present:

Billie Dyer*- MEPCO
Jennifer Thurman*-
Rebecca Cartwright*-
Susan Stewart*- KHCA- Appalachian Regional Healthcare Home Care

Managed Care Organization representatives present:

Pat Russell- Wellcare
Rebecca Randall- Wellcare
Helen Homberger- Humana CareSource
Peggy Hagan- Anthem
Holly Garcia*- Coventry

Others Present:

Arianna Afshari- KHCA
Pam Smith- HP
Nikki Martin, RN- HP

*Person present via Teleconference

The Home Health Technical Advisory Committee meeting was held on November 18, 2014 at 11:00 AM. Meeting was chaired by Susan Stewart.

- I. Meeting was called to order.
- II. Motion to approve the minutes was made, seconded and approved.
- III. **Old Business**
 - a. Provide update on Public Health Agencies and new contract to stop the preventing of admissions for patient services.
 - b. Billy- Patients with Alliance having issues. Arianna hasn't gotten fax.
 - i. Billy to fax to Arianna.
 - c. Pam nor Veronica did follow up for application for Private Duty enrollment for HH agencies in KY.
 - d. Pam to follow up with Veronica. She though Provider enrollment was going to handle.

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IV. New Business

- a. Carewise who is the PRO for HCBW patients must now be authorized prior to the family submitting financial information. Agencies do the assessment then provide the information to PRO. When did this method of requesting HCBW services change and can we please have these changes provided in writing as the agencies in KY were not advised of any changes.
 - i. Pam- there has been no changes to this process. Could be something at the local offices?
 - ii. Can we find out if it was a change in local office?
 - iii. Erin to email Patricia Walden or Lee Guice to see if there have been any changes.
- b. WellCare issues:
 - i. Discharge planning form the hospital has to be provided by a Wellcare nurse with the authorization in place prior to the referral being made to the home health agency or WellCare will not allow agencies to prior authorize and order for services? This is very inconsistent and does not allow us to follow Certification standards. Please advise when this changed and if this has not changed, then please elaborate as to why agencies are being told this information.
 - 1. Pat, just got agenda, and hasn't had a chance to research. She will research and get back to Erin.
- c. Coventry issues: Holly answered
 - i. Again requiring EOB for med pre-fill which is a denial for services that Medicare does not cover nor provides agencies with EOB. Why is this occurring again? Please explain. Med Pre Fill are necessary for patients who cannot manage on their own, have no one to do the service for them and is good medical management under the care of a HH agency.
 - 1. Coventry rep is actively reaching out to the providers.
 - ii. Does the 20 visit Physical Therapy limit for patients being cared for by home health agencies include any visits in that limit that might have been provided previously by outpatient physical therapy?
 - 1. Holly to take away. Get information to Erin.
 - iii. Coventry please reach out to Memorial Home Health Agency to do follow up with their laundry list of issues.
 - 1. Been actively worked with them. Asked rep to submit whether their open items are closed or not.
- d. WellCare issue: Have DME in Kentucky and Ohio which are Medicare and Medicaid providers. The owner has a seat on the board of Executive Committee of KHCA. Since Dec. of lat year there has been ongoing correspondence with Wellcaare to attempt to sing a contract so Reidy Medical can participate with Wellcare clients. They have been denied because they are third party vendors. Wellcare please reach out to Ted Stizel owner of Reidy Medical to resolve this unnecessary issue.
 - i. Arianna to get who Ted has been in contact with to Pat, and Ted's contact information.
- e. Wellcare/Coventry- Card Issuance issues. Who should they contact.
 - i. Eligibility screens and benefits?

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- ii. Billy to get info to Holly.
 - iii. Holly and Pat to contact Jill Williams at Wedco.
 - f. Franklin County HH is having issues with new waiver patients staying under MCO and not switching.
 - i. Reach out to Member Services branch.
 - ii. Pam to find out from Lee if there is a specific contact. Send to Erin.
 - g. KY River- Eligibility screen. Checking weekly. All of a sudden clients eligibility will change.
 - i. Lapse/Change- no one want to retro services back.
 - ii. Person changes MCO providers.
 - 1. Per Holly- Contact the Retro Authorization Department at Coventry.
 - 2. Same for WellCare.
 - 3. If still questions, will contact Holly or Pat.
 - h. PA process. Not consistency on time frame.
 - i. For Coventry- 24 hour urgent, 48 hr. regular request.
 - 1. If further info needed, will take longer.
 - 2. Billy to get examples to Holly, and she will follow up.
 - 3. Pat to do same thing for Billy.
 - i. Wellcare PA- Requesting provider MD, and treating provider is coming back as the agency.
 - i. Billy to send Pat an example.
 - j. Coventry- Medco- twins with same diagnosis.
 - i. Boy twin- requested 12 mo. Authorized
 - ii. Girl twin- total initial denial.
 - iii. Now it is flipped. Boy denied and girl authorized.
 - iv. Liaison been contacted.
 - v. Holly to get more information and follow up.
- V. Citations for licensure for caregiver registry, when will citations start going out?
- VI. Jennifer- Hopefully no citations until the start of the New Year.
 - a. Received past the requirement date, letters saying they must implement.
 - i. When will DMS start sending out citations for people who haven't implemented yet?
 - ii. Age appropriate vaccinations, supposed to screen for that.
 - iii. Caregiver registry- all are unfamiliar with.
 - iv. Send info to David McAnally and he will route to Patricia Biggs.
 - v. Memo went out in September.
 - vi. Jennifer to bring memo to next meeting.
- VII. Update regarding meeting with Secretary Haynes, Commissioner Anderson and Commissioner Kissner for changes to HCBW. The meeting did occur mid- October. Different issues were discusses. Preparing for follow up meeting.
 - a. Heard our concerns, still in discussion.
 - b. Is it being pushed out? Gave feeling that it would be next fall or later before any implementation would happen.
 - c. Still have outlying issues still needing work.
 - d. Not enough DMS representation present to say when implementation will occur and in what form.

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- i. Be sure to put on agenda.
- VIII. As a follow up if any MCO organizations would like to be a vendor to discuss issues agencies are having please advise Arianna, our event an office manager, and she will assist you.
 - a. Conference is December 3rd and 4th.
 - i. 3rd- half day
 - ii. 4th - all day
- IX. Future Meetings
 - a. January 15th
 - b. March 19th
 - c. May 14th
 - d. July 16th
 - e. September 17th
 - f. November 17th
 - g. Dates subject to change.
- X. Adjourned.